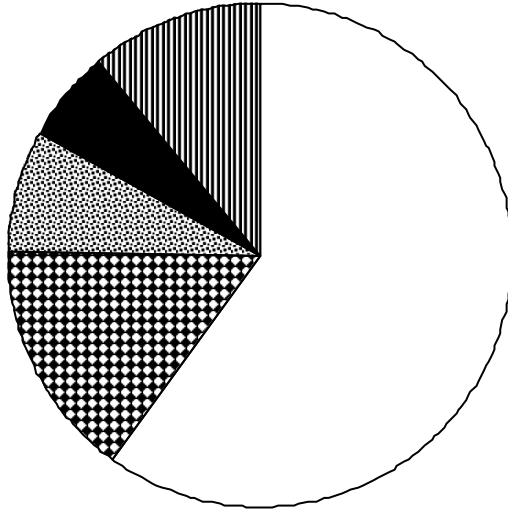


FY02 ACI AGGREGATE REPORT

Total number of crisis calls:	Total
	81,243
Number of persons calling	56,270
DMH (currently Active) Clients	30,180
Total number of referrals for mobile crisis assistance:	19,155
Phone contact only	5,976
Face-to-face contact	13,179

Crisis Hotline

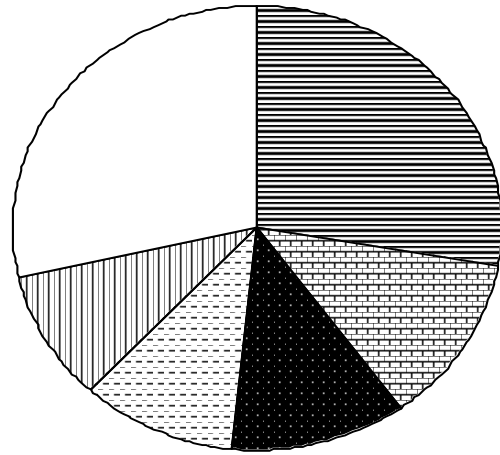
Who Called



- 60% Consumer/Self
- 15% Family Member
- ▤ 08% Medical Facility or Professional
- 06% Mental Health Worker
- ▨ 11% Responses less than 6% (eg. Law Enforcement, Div. of Family Services, Other)

FY02 ACI AGGREGATE REPORT

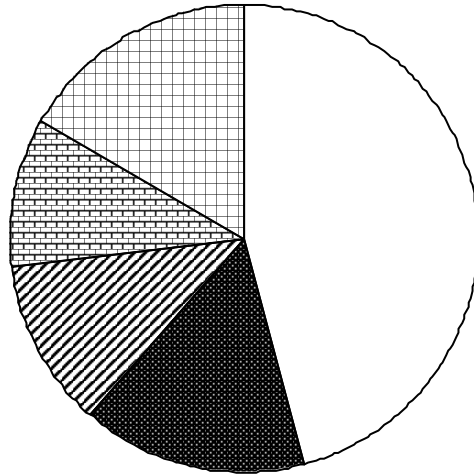
Presenting Problems



- ≡ 28% Supportive Counseling
- ≡ 12% Information Referral
- 12% Acute Psychiatric Crisis
- ≡ 10% Access to and /or problems with psychiatric medication
- ≡ 9% Substance Abuse
- 29% Responses less than 9% (eg. Currently Suicidal, Harm to Self/Others, Others etc)

FY02 ACI AGGREGATE REPORT

Outcomes of Crisis Hotline Calls

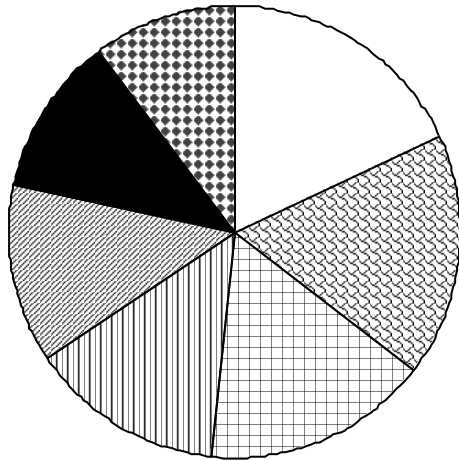


- ☐ 46% No further contact planned
- ☒ 16% Referred to Mobile Crisis
- ☒ 12% Non-emergency: Referral to DmH CPS services
- ☒ 10% Referred to other community agency
- ☒ 16% Responses less than 5% (eg. Admitted to Psych Hosp, Admitted to residential crisis program etc.)

FY02 ACI AGGREGATE REPORT

Mobile Crisis Response

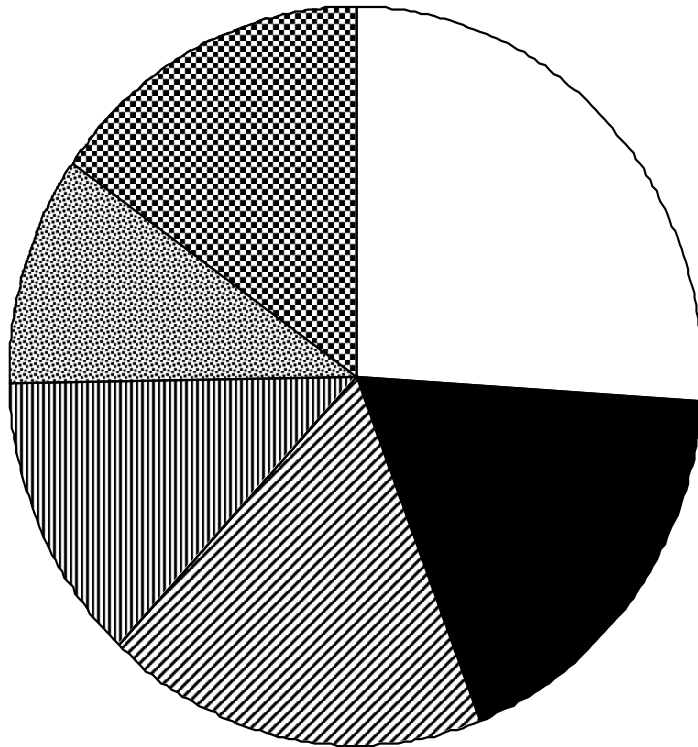
Location of face-to face contact



- ☐ 18% In this agency's office or clinic
- ☒ 18% ER Walk-ins
- ☐ 16% Other
- ☐ 14% In an Emergency Room/Medical Facility
- ☒ 13% Agency Walk-ins
- ☒ 11% In client or caller's home
- ☒ 10% Responses less than 8% (eg. In jail, Social Service, and School)

FY02 ACI AGGREGATE REPORT

Outcome of Mobile crisis Referrals



□ 26% Admitted to Psychiatric Inpatient Hospital/unit

■ 18% No further contact planned

▨ 17% Scheduled next day appointment CPS

▤ 13% Non-emergency: Referral to DMH CPS services

▩ 10% Referred to other community agency

▦ 16% Responses less than 10% (eg. Admitted to residential program, Admitted to a 23 hour observation, Referred to Mental Health Coordinator)